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SERIAL NUMBER 10/015,380	FILING OR 371(c) DATE 12/12/2001 RULE	CLASS 379	GROUP ART UNIT 2645	ATTORNEY DOCKET NO. AUS920010824US1
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**** CONTINUING DATA ******* *None AA*

**** FOREIGN APPLICATIONS ******* *None AA*

IF REQUIRED, FOREIGN FILING LICENSE GRANTED
 ** 01/28/2002

Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	STATE OR COUNTRY TX	SHEETS DRAWING 9	TOTAL CLAIMS 50	INDEPENDENT CLAIMS 12
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35 USC 119 (a-d) conditions met
☐ yes ☒ no ☐ Met after

Verified and Acknowledged
 Examiner's Signature: *William Hossain* Initials: *AA*

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TITLE
 Managing caller profiles across multiple hold queues according to authenticated caller identifiers

FILING FEE RECEIVED 2036	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
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